

Contact Center Services

Admin has contracted with qualified vendors to provide efficient, cost-effective services. Agencies should contact the vendor directly to purchase available services. Agencies should also contact the vendor directly for any service or billing issues. Admin manages the vendor contract and will assist agencies if there is a contract-related issue with the vendor.

Admin awarded State Term Contracts to the vendors listed below for Contact Center services.

Vendor Information

AT&T	NWN	Spirit
Contract No.: 4400010628	Contract No.: 4400010627	Contract No.: 4400010626
Contact: Beth Shull Phone: 803-401-4463 Email: Beth.Shull@att.com	Contact: Stacy Roland Phone: 864-679-4823 Email: sroland@nwnit.com	Contact: Martie Willaby Phone: 803-726-8170 Email: martie.willaby@spiritco m.com
Contact: Jason Eckenstein Phone: 803-401-4438 Email: Jason.Eckenstein@a tt.com	Contact: Sherri Jones Phone: 919-653-4447 Email: smjones@nwnit .com	Contact: Lynn Fralick Phone: 803-726-4028 Email: Lynn.Fralick@spiritcom .com

Service Rates

Service	AT&T	NWN	Spirit
Call Center Agent with NO Telephone Equipment (Per Seat, Per Month)	\$14.12	\$28.08	\$21.59
Call Center Agent with Telephone Equipment (Per Seat, Per Month)	\$16.22	\$28.08	\$25.91
Call Center Supervisor with NO Telephone Equipment (Per Seat, Per Month)	\$40.58	\$28.08	\$32.39
Call Center Supervisor with Telephone Equipment (Per Seat, Per Month)	\$42.68	\$28.08	\$36.71
Professional Services (Per Hour)	\$164.16	\$91.80	\$27.00

Additional Information

Please contact the vendor directly for any additional information on these services.

